

Troubleshooting: MiTEAM Fidelity Data Report Errors and Issues

Below is a list of common mistakes that are known to result in MiTEAM Fidelity Data Report issues. For each, the causes are explained along with ways to try and resolve them before escalating the issue.

Incorrect Access

The types of MiTEAM Fidelity Data Reports that you have access to are based on your Access Type in the MiTEAM Fidelity Web Application. Your Access Type in the MiTEAM Fidelity Web Application is based on your MiSACWIS User Information.

If you believe you have the incorrect Access Type in the MiTEAM Fidelity Web Application, Please see the “Troubleshooting: Access Type in the MiTEAM Fidelity Application.”

Impatience

Depending on a variety of factors including internet/server speed, internet/server activity, MiTEAM Fidelity Data report size, and more, it could take up to several minutes for a report to generate.

Please make sure that you allow adequate time for the report to generate before clicking on other sections of the MiTEAM Fidelity Web Application, completing other tasks on your computer, exiting the application, or escalating the issue.

Incorrect Reporting Quarter Selection

The MiTEAM Fidelity Data Reports Page defaults to select the current quarter in the Reporting Quarter box. However, you can **ONLY** print MiTEAM Fidelity Data Reports for *previous, completed* Quarters. Therefore, you will *always* have to select a Reporting Quarter. If you leave the default selection in place, you will receive an error message when you try to generate the report and/or your desired report will not generate.

If you believe it is possible that you did not specifically select a *previous* quarter in the Reporting Quarter dropdown box before clicking “Generate Report,” **please try to print your desired report again and make sure that you select a previous, completed quarter.**

Data Not Available for the Selected Quarter

If you select a quarter in which no MiTEAM Fidelity Tools were certified for your worker/unit/county/agency/region, you will receive an error message and/or your desired report will not generate. Data collected using the MiTEAM Fidelity Tool has to be entered and certified in the MiTEAM Fidelity Web Application *before* 11:59PM on the last day of the quarter for data be generated into the MiTEAM Fidelity Data Reports for that quarter.

If you believe it is possible that you selected a quarter when there were no MiTEAM Fidelity Tools certified in the MiTEAM Fidelity Web Application, **please choose a different quarter when MiTEAM Fidelity Tools were certified for your worker/unit/county/agency/region in the MiTEAM Fidelity Web Application for that quarter.**

Selections Not Made in All Required Sections

The MiTEAM Fidelity Data Reports Page selection options vary based on the Report Type and your access in the MiTEAM Fidelity Web Application. The following sections are required to be answered if they appear:

- Report Type – *selection will appear green.*
- Location Type – *selection will appear green.*
- Select Agency – *will not appear for MDHHS Staff.*
- Select County – *will not appear for Private Agency Staff.*
- Select District – *will only appear for Wayne County MDHHS Staff.*
- Select Business Service Centers – *only required if you want BSC totals included in the report.*
- Select Supervisor(s) – *only required if you want Supervisor totals included in the report.*
- Select Caseworker(s) – *only required if you want Caseworker totals included in the report.*
- Totals to be included in this report – At least one box must be checked. *Boxes selected may require that a BSC, Supervisor, and/or Caseworker be selected above.*

If you believe it is possible that you did not specifically make a selection in each of the required sections before clicking “Generate Report,” **please try to generate your desired report again and make sure that you make a selection in each of the required sections.**

Selection Not Made in At Least One Optional Section

The MiTEAM Fidelity Data Reports Page defaults to “None Selected” in the sections where selections are optional. However, *at least one* selection must be made in the optional sections to generate a report. The optional sections include competency, sub-competency and section. In order to generate a report you must:

- Select just one selection from just one of the optional sections.

OR

- “Select All” in one or multiple of the optional sections.

OR

- Select any combination of selections from one or multiple of the optional sections.

If you believe it is possible that you did not specifically make a selection in *at least one* of the optional sections before clicking “Generate Report,” **please try to generate your desired report again and make sure that you make a selection in *at least one* of the optional sections.**

MiTEAM Fidelity Web Application System Glitch

Minor glitches could occur for unknown reasons in the MiTEAM Fidelity Web Application that do not require major fixes. If you are sure that none of the common errors in the above sections are the issue, and you are still not able to generate a report, please try the following before escalating the issue:

- Make your selections and try to generate the report again.
- Exit the MiTEAM Fidelity Web Application, re-enter the MiTEAM Fidelity Web Application, make your selections and try to generate the report again.
- Follow Instructions in “Troubleshooting - General Escalation of a MiTEAM Fidelity Web Application Issue” Job Aid.

Other Unknown MiTEAM Fidelity Web Application Error

- Follow Instructions in “Troubleshooting - General Escalation of a MiTEAM Fidelity Web Application Issue” Job Aid.